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TECHNICAL INFRASTRUCTURE PLAN

Scope

This plan provides a comprehensive overview of the management and improvement strategies related to DSDT's physical resources and technical infrastructure. This includes facilities, equipment, technical support, data security, and infrastructure for distance education.

General Responsibilities

DSDT's School Director and Chief Operations Officer are responsible for directing the overall planning and management of DSDT's physical resources and technical infrastructure. This includes budget allocation, policy enforcement, equipment procurement, maintenance scheduling, technical support provision, data security assurance, and the maintenance of a robust distance education infrastructure. This responsibility entails preserving and enhancing a quality physical environment which provides efficient, functional, safe and pleasant surroundings. DSDT owns the physical space of the campus, so it is important to keep the property maintained daily.

DSDT follows fire, electrical, and sanitary codes as found in annual inspections.

Day to Day Management

DSDT's School Director and Chief Operations Officer are responsible for day-to-day management, including, overseeing an inventory of physical resources and technical equipment, ensuring regular maintenance of facilities, supervising IT infrastructure, and monitoring the functionality and safety of all equipment. Routine checks for data safety and security are conducted to ensure any technological issues are promptly addressed.

Adequacy, Improvement and Protection of Physical Resources and Technical Infrastructure

DSDT's physical resources are managed by the directors and staff, as well as Hardy Janitorial and OJT Developments LLC. Physical resources are inventoried and maintained by the Director of Inventory Supply and Management. As it is deemed necessary to add additional space for student classroom(s), lab(s), and or common space, the School Director is responsible for the process of developing additional space within the current building DSDT occupies. Routine checks are done to ensure that physical resources meet the school's requirements. Based on the routine checks, plans will be drawn up for replacements, repairs, and new procurements as necessary. Technical infrastructure is added as the student population and staff need change. Also, technical infrastructure is added as budgetary constraints allow.

Maintenance/Physical Facility

An annual maintenance schedule has been implemented to ensure that all facilities are kept in good working condition. Any emergent issues will be addressed immediately to prevent disruption to learning. DSDT has an agreement with Hardy Janitorial. Hardy janitorial works on campus no fewer than five days per week for regular sanitation and building

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maintenance/cleaning. This agreement allows for daily cleaning of campus interior and exterior to include parking lots, grounds upkeep, and facility upkeep. Anything other than these basic sanitation and cleaning practices will be contracted out by the School Director on an as needed basis or in the event OJT Developments LLC and Hardy Janitorial are not able to tend to.

Technical Infrastructure

A robust and scalable network infrastructure will be maintained to support teaching and administrative tasks. Regular upgrades will be planned to keep pace with the latest technological advancements. DSDT's School Director is responsible for all technical infrastructure maintenance. The School Director performs weekly assessments to determine effectiveness of the DSDT Technical Infrastructure. If there is a need to create additional classrooms, or infrastructure improvements, the School Director will work with the Chief Technology Officer and/or the Chief Operations Officer to develop a plan to meet DSDT's current, future and daily needs. If infrastructure changes at DSDT are not able to be completed by DSDT staff, the project will be assessed, and additional resources will be acquired depending upon financial resources and level of need. DSDT Technical Infrastructure includes all the servers, internet drops, back up data servers, printers, network connectivity, software, and support infrastructure. The School Director assesses survey feedback forms to develop the upcoming yearly budget. This budget allows budgeting for appropriate emergency situations: all other infrastructure changes are planned for in the budget. Due to the size of the school, if the School Director is not available, the Chief Operations Officer or Directors may submit a request in the event of an emergent situation and on an "as needed basis", 24x7.

Technical Support and Student Orientation to Technology

Student orientation to technology is provided and technical support is readily available to all students through all modes of delivery (i.e., Distance Education and Traditional). DSDT aims to provide the support necessary for students to be successful when using technical resources. To mitigate potential issues and provide technical support, DSDT provides a Helpdesk email for all students upon enrollment. Support can be reached by the following email address: helpdesk@dsdt.edu. Students and staff are given instruction on the use of DSDT provided technology during orientation prior to beginning at DSDT. DSDT technology platforms include Canvas LMS, Campus Café, Cengage Unlimited, and Office 365. Additional instructions to DSDT students are given by instructors prior to accessing their courses. Faculty and staff are provided with additional training videos and manuals on DSDT technology platforms once employed. Training materials are provided by the Faculty Director.

Instructional and Media Supplies

Supplies are maintained by the Director of Inventory and Supply Management. Instructional material supply levels are checked periodically and are purchased accordingly on an "as needed" basis. The Director of Inventory and Supply Management works with program directors to ensure all supplies are adequate for proper program instruction. The Director of Inventory and Supply

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Management will notify the School Director, or the Chief Operations Officer, and complete a supply request form for purchase. The Director of Administration is responsible for reviewing basic school/administration supplies and submitting a supply request to the School Director. If the School Director and the Chief Operations Officer are not available, the Director of Administration is permitted to complete the purchase within a reasonable timeframe. No other staff member has the authority to purchase supplies unless one of the above-mentioned individuals approves the request. Suggestions may be made at employee meetings based upon feedback from students, employees, committee members, and employers. All other basic supplies are ordered on a quarterly basis. DSDT's forecasted annual budget is handed out at our mandatory bi-annual employee meetings and employees are encouraged to forecast items they may need during the current or upcoming year.

Equipment

All equipment and/or resources in need of repairs are reported to the School Director. The School Director will determine if the equipment needs repair or must be replaced. The School Director will meet with the Chief Operations Officer to perform a cost analysis and work together to facilitate repair or replacement. To ensure continuous network connectivity, DSDT has engaged a secondary Internet Service Provider, Cronus, which will act as a redundancy measure in the event that DSDT's primary ISP, Xfinity, experiences service disruptions. This approach will minimize potential downtime, ensuring uninterrupted online operations for both academic and administrative tasks.

Disposal of Obsolete Equipment

Ensuring the upkeep, replacement, or removal of outdated equipment is crucial for maintaining high standards of instruction and training at DSDT. The Director of Inventory and Supply Management uses an online inventory management system called Asset Tiger, to confirm that DSDT equipment remains current, relevant, and accurately accounted for. Should there be a need to dispose of obsolete equipment, this decision is made collaboratively, incorporating the perspectives of our instructional staff and students. DSDT adheres to relevant business and industry safety standards for equipment disposal. Furthermore, DSDT is committed to meeting the equipment regulations set forth by the State of Michigan.

All Instructional Equipment meets appropriate and required safety standards

All acquisition, repair, maintenance, and operational activity related to equipment adheres to the pertinent industry safety standards. Both staff and students are instructed to abide by manufacturers' safety guidelines and procedural manuals provided by the distributor, under the guidance of their respective instructors. These procedural manuals serve as a guide for safe equipment setup and daily utilization. Instructors are responsible for ensuring students adhere to appropriate safety procedures within the learning environment. Each of the DSDT programs incorporates equipment safety training that aligns with the best practices outlined by the State of Michigan.

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Safety, Privacy, and Security of Data

Student records at DSDT are securely preserved on a server and storage system, managed by trusted third-party service providers including Campus Cafe, Canvas LMS, and Boston Educational Network. Additionally, DSDT maintains an in-house server system, under the vigilant supervision of the IT Instructors and Chief Technology Officer. To ensure the utmost data security, DSDT has a backup server offering role-based access for all computer users to student, employee, and instructional files. DSDT's Chief Technology Officer exclusively has access to a secure hub for backup data. DSDT retains all data on Campus Cafe for a minimum of five years. Each staff member and instructor is given a unique username on Campus Cafe, limiting their access to only the student data relevant to their duties or classes. To safeguard personal information, every student is provided with a unique user login and password. Critical data at DSDT is regularly backed up on Microsoft OneDrive and Microsoft SharePoint. A GLBA-compliant firewall is in place to thwart unauthorized access to secure systems. Furthermore, each computer is equipped with a deployable security application to deter unauthorized access from within the internal networks.

Safety of Staff, Students, and Guests

DSDT strives to maintain safe environments for everyone. The facility includes classrooms, Student Media Resource Center, bathrooms, kitchen, labs, and common areas. DSDT has annual fire inspections and daily walkthroughs and inspections of environment (maintained by staff and School Director); as well as information regarding severe weather precautions, which can be found in DSDT's Consumer Info at a Glance.

Incident reporting for any accident which includes any staff, instructor, student, or guest is reviewed for improvements that can be made to avoid future incidents.

DSDT has:

- A. Fire Extinguishers located in common areas with signage.
- B. First Aid supplies located throughout the institution.
- C. Insurance for accidents and other needs.
- D. Campus Security Authority personnel are present from 9am-5pm. From the hours of 5pm-10pm, the front desk receptionist will act as the interim CSA to control daily/nightly traffic and supervise as students leave the building to reduce accidents/emergencies. The interim CSA will report any accidents/emergencies to the campus security authority immediately.

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- E. Safety, accident, injury and emergency report forms for a systematic controlled process.

Distance Education Infrastructure

The School Director of DSDT is in charge of establishing and maintaining the infrastructure for distance learning. In close collaboration with the Chief Technology Officer (CTO), the School Director plays a key role in planning and integrating all online platforms to smoothly incorporate distance education into DSDT's offerings. Students across all delivery modes have access to the same resources, software, and support infrastructure, including Canvas LMS, Cengage Unlimited curriculum platform, Microsoft Office 365, secure login portals, networks, and servers.

If the student body's requirements cannot be met internally, additional resources will be considered based on financial and fiscal feasibility. Both distance education and traditional modality students at DSDT share the same opportunity to provide feedback on technical infrastructure and contribute to the annual budget planning for improvements or enhancements to online learning.

Feedback from student surveys is evaluated by the School Director in order to plan the upcoming annual budget, providing for contingencies as well as scheduled needs. The School Director oversees daily and weekly routine checks and delegates the procurement of any necessary equipment or infrastructure to the CTO as needed for students and staff.

Given the scale of the school, in the absence of the School Director, the Chief Operations Officer or other Directors can submit a request to address immediate needs, ensuring around-the-clock response capability.